

IN THE SPECIFICATION:

Please replace the paragraph on page 3, lines 1-7 with the following replacement paragraph.

A₁ A method and system for dealing with non-paying bidders related to network-based transactions are disclosed. for one embodiment, a submission of a complaint is submitted to a network-based facility. The complaint is related to a party in a failed transaction. A resolution of the complaint is facilitated. A record associated with the party is updated if the complaint is not resolved. The record indicates a count of failed transactions related to the party. A refund request can also be facilitated if the complaint is not resolved.

Please replace the paragraph on page 10, lines 3-7 with the following replacement paragraph.

A₂ **FIG. 3** is a diagrammatic representation of an exemplary non-paying bidder items table 300 of the database illustrated in **FIG. 2**. Referring to **FIG. 3**, non-paying bidder (NPB) items table 300 includes an item no. column 302, seller user ID column 304, NPB user ID column 306, reason for failed transaction column 308, notice date column 310, and notice reason column 312.
